

Effective Communications

*USAG Kaiserslautern
Equal Opportunity
Training*



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Overview



- **Effective Communication**
- **Distinguishing Factors of Communication**
- **Factors Affecting Communications**
- **Interpersonal Communications**
- **Styles of Communication**



Overview



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- **Communication Barriers**
- **Guidelines for Successful Communications**



Effective Communications...



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- **How would you define effective communications?**



Definition of Effective Communication



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- **The successful exchange of information between individuals**
 - *Two or more people*
 - *Face-to-face*
 - *Nonverbal*
 - *Message*



Distinguishing Factors



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- **Number of participants**
- **Proximity**
- **Number of channels available**
- **Immediacy of feedback**



Factors affecting communications

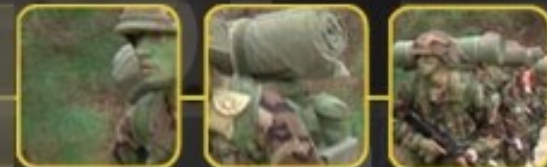


- **Organizational culture**

- *Diversity*
- *Language*
- *Values and beliefs*
- *Customs*

- **Organizational Structure**

- *Tall*
- *Flat*



Factors affecting communications



- **Patters of Communication**

- *Formal and Informal*
- *Upward, downward and horizontal*

- **Other Factors**

- *Redundancy*
- *Information Load*
- *Turbulence*



Interpersonal Communication



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- **Self-concept**
- **Coping with angry feelings**
- **Admit your emotions**
- **Self-disclosure**
- **Congruent/Incongruent behavior**



Styles of Communication



- **Friendly, sociable, or playful**
- **Directive, persuasive, demanding, evaluative, blaming, or praising**
- **Speculative, tentative, uncertain, searching, reflecting, exploring, or intellectual**
- **Disclosing, revealing, explicit, responsive, accepting, and aware**



Communication Barriers



- **Language barriers**
- **Different communication styles**
- **Physical barriers**
- **Perceptual barriers**
- **Noise**



Communication Barriers



- **Social courtesies**
- **Flow of information**
- **Assertiveness**
- **Culture**
- **Honesty**



Communication Barriers



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- **Songs, symbols, and gestures**
- **Accents**
- **Jive and jargon**
- **Lack of trust**

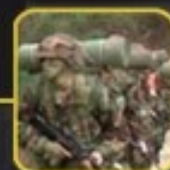
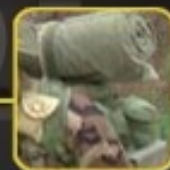


Signs and Gestures



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- **Malcolm “X”**
- **Confederate flag**
- **Handshakes**
- **Peace sign**
- **Political caricatures**
- **National flags**
- **Clenched fist**



Accents



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- **Americans often react negatively when listening to people with strong foreign accents**
- **Indifferent when someone is struggling with the English language**
- **Can lead to other assumptions and biases**



Guidelines to Successful Communication



- **Prepare yourself**
- **Check partner**
- **Be positive**
- **Use “I” message**
- **Be specific**
- **Active listening**
- **Stay focused**





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Practical Exercise



Summary



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Summary

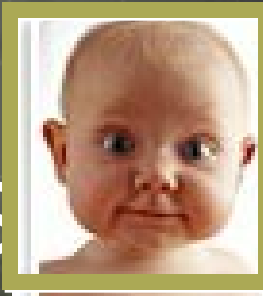


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- **Communication Barriers**
- **Guidelines for Successful Communications**



Any Questions



***“A Positive Attitude is a
Powerful Force”***



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